



# **California Courts Protective Order Registry (CCPOR)**

## **Phase I: Court Acceptance Test Plan**

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JUNE 2010



ADMINISTRATIVE OFFICE  
OF THE COURTS

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CALIFORNIA COURTS  
PROTECTIVE ORDER REGISTRY



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PROTECTIVE ORDER REGISTRY

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## **ACKNOWLEDGEMENTS**

Support for the California Courts Protective Order Registry (CCPOR) and for this publication is provided through grant award by the California Emergency Management Agency (Cal-EMA). Points of view expressed are those of the author(s) and do not necessarily represent the official position or policies of Cal-EMA.

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## **Introduction**

The California Administrative Office of the Courts (AOC) is developing and deploying the California Courts Protective Order Registry (CCPOR)—a statewide system for entering and viewing protective and restraining order data and images for the judicial branch and law enforcement.

This document was developed to assist courts, sheriff's office and law enforcement agencies (LEAs) as they prepare for CCPOR Phase I of CCPOR deployment. The court acceptance testing (CAT) is a critical step of a software functionality effort. It is a formal process whereby the performance, appearance, and usability of the software are measured and compared to criteria agreed upon by the developer and the user/client. Acceptance testing is intended to confirm that the software system and its components meet the specifications formulated as part of the development process.

This CCPOR CAT plan is intended as a starting point for formalizing a mutually agreeable court acceptance test plan, procedures, schedule, and execution.

## **Target Audience**

This plan is intended to focus on CAT activities. The following groups have been identified as the target audience tasked with preparing a CAT for CCPOR.

### **Superior/Trial Courts**


- Court professionals—managers and non-managers
- Jurisdiction agencies—LEAs and the sheriff's department personnel

### **Administrative Office of the Courts**

- AOC staff and vendors

## Terminology and Definitions

The following section outlines CCPOR terminology.

Term	Definitions
<b>AOC CCTC On-Boarding</b>	Activities related to courts or law enforcement agencies that are hosted in the California Courts Technology Center (CCTC)/Shared Services. This includes site assessment, local hardware and software, connectivity & security measures.
<b>Deployment Planning</b>	Includes pre-deployment planning, deployment, and support post-deployment.
<ul style="list-style-type: none"> <li><b>Pre-Deployment</b></li> </ul>	Includes pre-deployment planning, including determining court service options, user set up, and CAT.
<ul style="list-style-type: none"> <li><b>Deployment/Go-Live</b></li> </ul>	Includes courts and or law enforcement agencies go-live with CCPOR; using the system going forward.
<ul style="list-style-type: none"> <li><b>Post Deployment/Go-Live</b></li> </ul>	Includes system monitoring and providing support post go-live.
	Important reading and consideration

## CCPOR Team/Contact Information

The CCPOR team leads include the following:

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### Version History

Version #	Date	Revised By	Reason for change
1.0	06/24/10	Fozia Fearnley	Phase I - first version

## Project Information: AOC Web Sites

Two AOC Web sites provide updated information on CCPOR. Both sites contain the same information.

- For court staff with Serranus access:  
<http://serranus.courtinfo.ca.gov/programs/tech/ccpor/>
- For viewing by anyone with Internet access: <http://www2.courtinfo.ca.gov/ccpor>

These Web sites will be instrumental for current status of the CCPOR program. The sites will contain guides, documents, schedules and task lists for court deployment and on-boarding. The CCPOR team will direct your court to the appropriate documents during the deployment process.

[www2.courtinfo.ca.gov/ccpor](http://www2.courtinfo.ca.gov/ccpor)

### Example of CCPOR Information on California Courts Public Web Site

 <p>JUDICIAL COUNCIL OF CALIFORNIA 1926</p>	<p><b>ADMINISTRATIVE OFFICE OF THE COURTS</b></p> <hr/> <p>CALIFORNIA COURTS PROTECTIVE ORDER REGISTRY</p>						
<p><a href="#">Home</a></p> <p><a href="#">About CCPOR</a></p> <p><a href="#">Project Information</a></p> <p><a href="#">Deployment Documents</a></p> <p><a href="#">FAQs</a></p> <p><a href="#">Contact</a></p>	<p><b>California Courts Protective Order Registry (CCPOR)</b></p> <p>The California Courts Protective Order Registry (CCPOR) is a judicial branch project to create a statewide protective order repository that will provide more complete, accessible information on restraining and protective orders.</p> <table border="1" data-bbox="584 1228 1242 1428"><tr><td><a href="#">About CCPOR</a> History and goals of the initiative</td><td><a href="#">Project Information</a> Target Courts, CCPOR Images, and Integration at a glance</td></tr><tr><td><a href="#">Deployment Documents</a></td><td><a href="#">FAQs</a></td></tr><tr><td><a href="#">Contact CCPOR</a></td><td></td></tr></table>	<a href="#">About CCPOR</a> History and goals of the initiative	<a href="#">Project Information</a> Target Courts, CCPOR Images, and Integration at a glance	<a href="#">Deployment Documents</a>	<a href="#">FAQs</a>	<a href="#">Contact CCPOR</a>	
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<a href="#">Contact CCPOR</a>							
<p><a href="#">About the Administrative Office of the Courts</a>   <a href="#">Web Site Feedback</a></p>							

## **CCPOR Overview**

The California Administrative Office of the Courts (AOC) is developing and deploying the California Courts Protective Order Registry (CCPOR)—a statewide system for entering and viewing protective and restraining order data and images for the judicial branch and law enforcement.

**This document was developed to assist courts, law enforcement agencies (LEAs) and sheriff's office as they prepare for CCPOR Phase I of CCPOR go-live. It provides the user with information pertaining to court acceptance testing of the CCPOR application.**

## **CCPOR Phase I Service Offering**

Phase I of the CCPOR project provides the following service features:

- Supports all use cases through a user interface;
- Ability to view other local court data and images through an interface;
- Ability to query and view all data and images within CCPOR, both within a county and between counties, on a statewide basis;
- Acts as a gateway for the California Department of Justice California Restraining and Protective Order System (CARPOS). This is an optional feature.
- Provides back-end user administration management; and
- Supports basic statistical reporting.

## **Testing Scope**

### **Testing Goals and Objectives**

The objectives of the testing are:

- The Court Acceptance Test (CAT) defines how CCPOR is tested to ensure that it meets the functional requirements by testing defined test cases; and
- Test all critical components and receive court/sheriff sign-off

To achieve these objectives, the following goals are established:

- Court and sheriff's office will test the functionalities of the CCPOR application; and
- The test results to be logged. Any issues to be resolved before court go-live

### **Assumptions**

The court acceptance test assumes that all other tests are satisfactory. This test will cover the following.

1. The functional requirements as defined in this document
2. Usability of the system for access in AOC staging environment

### **Exclusions**

The court acceptance test will not cover the following because they will be covered by other tests.

- The nonfunctional requirements
- Integrity of the source code
- Regression testing
- System performance testing

## Court Acceptance Test (CAT)

### Responsibilities

The following table defines the structure and primary roles and responsibilities during CAT.  
The resources can play a dual role as preferred (see figure 1).

**Figure 1 – Resource Planning**

Name	Role	Responsibilities
AOC	CCPOR Team	Communicate with courts/sheriffs to agree on format and scope of CAT
		Provide CAT plan to courts/ sheriffs
		Coordinates with court/ sheriffs on test dates and user account setups
		Support court/ sheriffs testers during test execution
		Ensure issues identified during CAT are logged for fixing
		Ensure issues identified within scope of project phase are resolved and re-tested
		Track test progress and help facilitate to ensure it takes place within agreed timeframes
		Schedule weekly meetings with courts/ sheriffs during CAT
		Get sign-off from courts/ sheriffs on CAT approval
AOC	Application Development Team	Provide fixes to priority 1 issues/defects immediately
		Provide fixes to priority 2,3,4 issues/defects
		Release new versions as needed per reported issues/defects
		Monitor logs and performance
Court, Law Enforcement Agency (LEA) and Sheriff's office	IT Deployment Manager	Agree with format and scope of CAT
	Supervisor Restraining & Protective Order Operations	Agree with acceptance criteria prior to commencing CAT
		Schedule testing and coordinates test resources including sheriffs
		Assist with the creation of a court/ sheriffs detailed test plan
		Support testers during test execution

		Track test progress and help facilitate to ensure takes place within agreed timeframes
		Attend weekly meetings during CAT as scheduled by AOC
		Provide Approval to Close CAT process
	Subject Matter Experts (SME)	Provide training to court testers prior CAT
	Testers (Users of R&PO process)	Create detailed test plan
		Identify test data needed for scenarios
		Execute court acceptance test scenarios/cases to ensure the application performs as an acceptable level
		Ensure that issues identified during CAT are logged
		Record and prioritize defects/issues
		Retest as needed
		Attend weekly meetings during CAT as scheduled by AOC

### Strategy

The CAT plan is a high level guide, and is not intended as a replacement for any specific court acceptance testing procedures that the court/sheriff might have. It is recommended that detailed test plan be used to record the results of court/sheriff CAT testing.

**Figure 2 – Strategy**

Consideration	Details
Test Approach	<p>CCPOR Application Training:</p> <ul style="list-style-type: none"> <li>CCPOR Training Plan will be distributed before court acceptance testing. This plan will cover details related to training; scope, suite, and courses.</li> <li>AOC Trainers to provide training to court and sheriff staff of CCPOR application software</li> <li>Training will consist of a walkthrough of the primary test scenarios with hands-on practice</li> </ul> <p>Court Detailed Test Plan:</p> <ul style="list-style-type: none"> <li>Test scenarios/cases to be identified in plan</li> <li>Test results (pass/fail) recorded with step through process.</li> </ul>

Consideration	Details
	<ul style="list-style-type: none"> <li>• A method to be used to track CAT progress for reporting to AOC</li> </ul> <p>Test Execution:</p> <ul style="list-style-type: none"> <li>• Test data –Court users will identify test data which meet the criteria needed for the test scenarios (i.e. entry clerks, court and sheriff supervisors, orders, etc)</li> <li>• Log-ins – Court users will use their authorised logins and be assigned their actual roles to ensure that the necessary features are available and unauthorized features are not</li> <li>• Court/ sheriffs users will have access to AOC staging environment in which CAT will be performed</li> <li>• Testing location: <ul style="list-style-type: none"> <li>○ From a court location/desk</li> <li>○ From sheriff location/desk</li> </ul> </li> </ul> <p>Defect/Issue Tracking:</p> <ul style="list-style-type: none"> <li>• Court users - track which of their assigned scenarios have been tested; track the status of their assigned scenarios (pass/fail); report and prioritize defects/issues. See Defect Tracking section as a recommendation</li> <li>• AOC Application Development Team – reviews reported issues/defects and may follow-up with tester</li> <li>• Courts / sheriffs users – to report issues/defects, in particular show stoppers immediately and attend weekly CAT meetings as scheduled by AOC</li> </ul> <p>Test Support:</p> <ul style="list-style-type: none"> <li>• Court IT Deployment Manager and AOC Deployment Manager will oversee and triage testing activities as appropriate</li> <li>• Weekly meetings will be scheduled with courts and sheriff's office for testing status update</li> <li>• AOC Application Developers – available to fix show stoppers encountered during testing; monitors performance and system logs</li> </ul>
Assumptions & Constraints	<ul style="list-style-type: none"> <li>• Court/sheriff user setup for access to CCPOR application</li> <li>• Court/sheriff connectivity to AOC CCTC Stage environment</li> <li>• Successful integration test; DOJ/CLETS/CARPOS</li> </ul>
Test Environment	<ul style="list-style-type: none"> <li>• Stage environment at AOC CCTC:</li> <li>• Courts/users IDs/passwords will be tested prior CAT to ensure successful user connectivity</li> </ul>
Test Period	<ul style="list-style-type: none"> <li>• Testing window; July 2010</li> </ul>

## Entrance and Exit Criteria

Entrance and exit criteria define the quality conditions and deliverable pre-requisites in order to begin or end CAT. When the following criteria are met, the CCPOR system will be considered ready for court go-live readiness.

**Figure 3 – Criteria**

Test Level	Entrance criteria	Exit Criteria	Exit Deliverables	Suspension Criteria
<b>CAT</b>	<ol style="list-style-type: none"> <li>1. Test cases assigned</li> <li>2. Test data - orders</li> <li>3. Pass integration test – DOJ/CLETS/CARPOS</li> <li>4. Stable environment</li> <li>5. Court/sheriff access to Staging environment</li> <li>6. Court/sheriff log in with access and permission assigned</li> </ol>	<ol style="list-style-type: none"> <li>1. All tests executed</li> <li>2. All issues documented</li> <li>3. Functionalities met</li> <li>4. All priority 1,2, 3 and 4 Test defects/issues addressed as requirements</li> </ol>	<ol style="list-style-type: none"> <li>1. Tests, data, &amp; results</li> <li>2. Updated tests</li> </ol>	<ol style="list-style-type: none"> <li>1. Change request</li> <li>2. Design flaw</li> </ol>



## Test Scenarios

The test scenarios are based on the use cases as identified during requirements gathering phase of the project. Test cases are built using the test scenarios.

The following table identifies a high-level matrix of the test types to be accomplished during testing and the relationship traced back to the requirements.

**Figure 4 – Scenarios**

Test #	Type
<b>1.0</b>	<b><i>System Accessibility</i></b>
1.1	URL Accessibility
1.2	Login & Password
<b>2.0</b>	<b><i>Scanner Usability</i></b>
2.1	Scan an Order
2.2	Name Order
2.3	Save an Order
2.4	View an Order
2.5	Print an Order
<b>3.0</b>	<b><i>CCPOR Application Functionality</i></b>
3.1	Add Quick Attach
3.2	Search Quick Attach
3.3	Search an Order
3.4	Add an Order
3.5	View Draft Order
3.6	Modify an Order
3.7	Service an Order
3.8	Cancel an Order
3.9	View CARPOS Messages; as applicable
<b>4.0</b>	<b><i>CCPOR Integration Functionality</i></b>
4.1	View CLETS Acknowledgement Messages

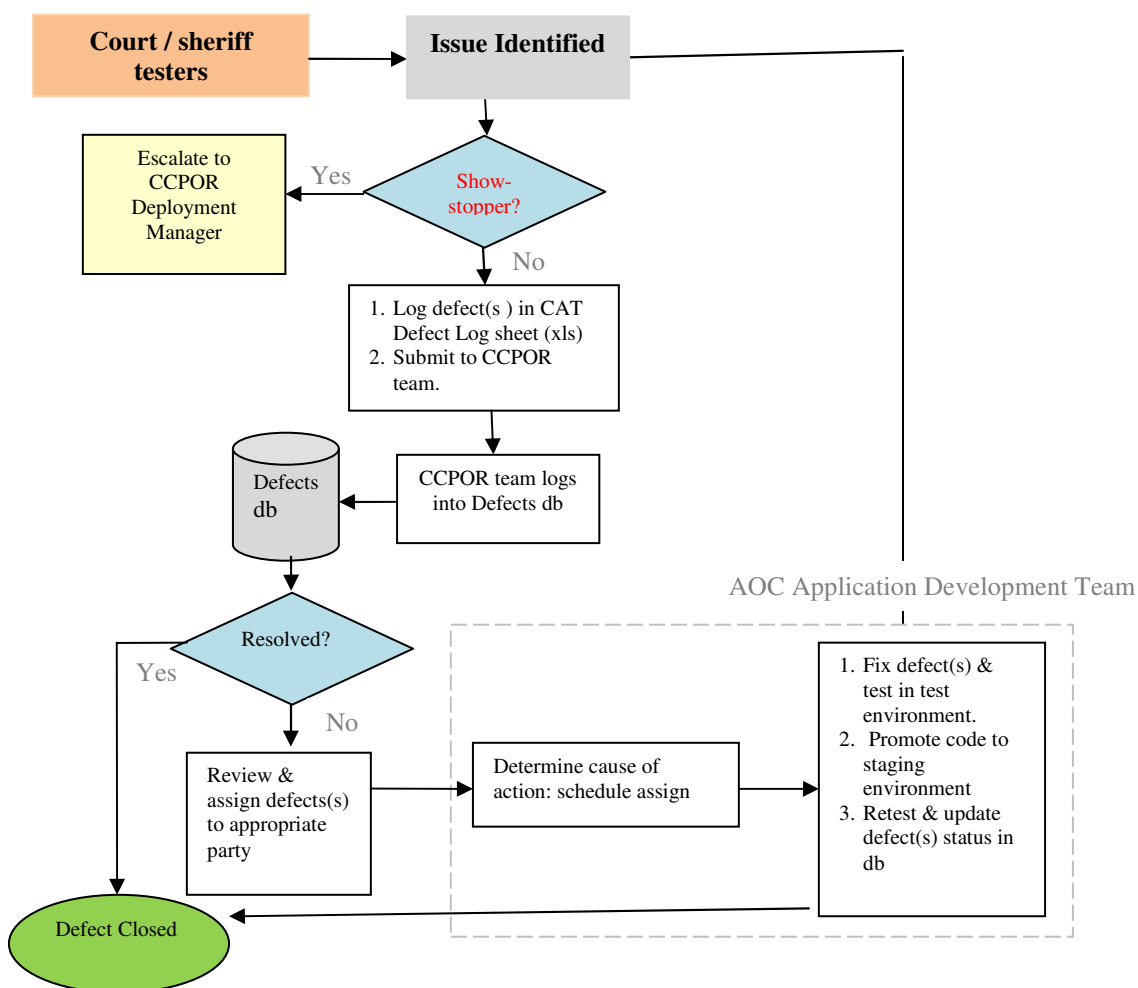
## Defect Tracking

Defect tracking is the process of finding defects in the CCPOR application by testing and recording feedback to the AOC. The defects are logged for corrective action and are fixed in the order of their assigned priority.

### Defect Tracking Process Flow

During the execution of test cases, defects may be discovered. Issue/defect logging, analysis, resolution and tracking need to be part of a rigorous and disciplined process. Once a defect has been found, the resolution process consists of the following steps:

**Figure 5 – Defect Tracking for Resolution**



### Severity and Priority Levels for Defects/Issues

Severity measures the impact of the issue to the application and priority measures the business urgency of the issue. The severity levels (see figure 6) indicate the impact of the defect and are defined as follows:

**Figure 6 – Severity Level**

Severity Level		
Level	Severity	Description
1	Critical	Critical defects are those (showstoppers) which stop all testing with no work-around causing a suspension (e.g. system crash or unavailable page). These defects must be fixed immediately and before the testing can resume. Testers need to escalate critical defects immediately to the reporting manager.
2	Major	Major defects block the testing of major functionality with no work-around. These defects have the highest priority for being fixed after the completion of current testing and being retested in the next round.
3	Minor	Minor defects do not stop the testing effort or block major tests. They indicated normal defects where the solution design is not being followed, requirements are not met, or expected results are not observed. But, they are required to be fixed before the application code can be released to the next environment.
4	Cosmetic	Cosmetic severity defects are minor functionality defects with work-around or cosmetic ones. They do not need to be fixed before the application code can be released or signed off in production. The fix can be deferred to maintenance or another phase of the project. However, their fix now would result in a higher quality release.

The priority levels (see figure 7) indicate the urgency of fixing the defect and are defined as follows:

**Figure 7 – Priority Level**

Priority Level		
Level	Priority	Description
1	Urgent	Urgent priority defects are the important, regardless of severity level, and must be fixed immediately—generally in the next round of testing and before go-live.
2	High	High priority defects are the next most important and must be fixed before go-live.
3	Medium	Medium priority defects are not as important and do not need to be fixed before go-live.
4	Low	Low priority defects are the least important and do not need to be fixed before go-live.

## Appendix A

Full functionality of the CCPOR application includes the following components:

Use Case Name	Description
Add Quick Attach	Add Quick Attach use case allows a user to add a scanned image into CCPOR database. This image can then be searched later for converting to an order.
Search Quick Attach	Search Quick Attach use case is used to search for image within CCPOR that has been entered using the Add Quick Attach function to convert into an order.
Add Order	Add Order use case is used to add a new restraining and protective order (R&PO) to CCPOR and (optional) submit to DOJ CARPOS.
Draft Order	The Draft Order use case is used to save a partially entered R&PO in CCPOR in DRAFT status. CCPOR users may retrieve the orders in DRAFT status, enter the rest of the order information and submit to CCPOR to add the order in ACTIVE status and (optional) submit to DOJ CARPOS.
Modify Order	Modify Order use case is used to modify the R&PO data stored in CCPOR. The modifications are also sent to DOJ CARPOS (optional) to modify the CARPOS file if the order in the CCPOR system is in ACTIVE status.
Service Order	Service Order use case is used to add a proof of service (POS) for an existing R&PO in CCPOR. If the order exists in DOJ CARPOS then CCPOR will add (optional) the POS in CARPOS.
Cancel Order	The Cancel Order use case is used to cancel R&PO in CCPOR. The orders can be cancelled for various reasons such as the order is terminated by the court, it was entered by error or the restrained person is deceased. CCPOR system sends (optional) a Cancel Order message to the DOJ CARPOS.
Search Orders	The Search Orders use case is used to search R&PO in CCPOR system.
CARPOS Messages	The CARPOS Message view allows the user to see all the messages/responses received from DOJ and take appropriate action based on the responses received.